

COMPLAINTS AND ENQUIRIES RECEIVED BY SUBJECT 2025-26

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1. CASES RECEIVED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	45	0	45
Health	2,060	8	2,068
Housing Associations	649	1	650
Joint Health and Social Care	415	0	415
Local Authority	2,143	1	2,144
Other	87	316	403
Prisons	331	0	331
Scottish Government and Devolved Administration	405	2	407
Universities	300	1	301
Water	153	0	153
Total	6,588	329	6,917

Other includes unknown, out of jurisdiction, and premature enquiries

2. SCOTTISH COLLEGE CASES RECEIVED

Subject Group	Subject	Complaint	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	3	3
	Progression / Articulation / Withdrawal	3	3
Course Related	Assessment / Exams / Certification	3	3
	Environment / Resources	1	1
	Learning and Teaching	2	2
	Providing Learning Support and Guidance (by curriculum staff)	2	2
	Reasonable adjustments / accessibility	2	2
Customer Care	Reasonable adjustments / accessibility	2	2
	Staff Conduct	9	9
	Student Conduct	7	7
Other	Not otherwise covered	1	1
Services	Finance (course fees and refunds)	1	1
	Funding / Bursaries	1	1
	Quality (including complaint handling)	4	4
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	2	2
	Subject Unknown	2	2
Total		45	45

3. HEALTH CASES RECEIVED

Subject	Complaint	Enquiry	Total
Admission / discharge / transfer procedures	27	0	27
Adult Social Work Services (Highland NHS Only)	2	0	2
Adult support and protection / adults with incapacity	1	0	1
Appliances / equipment / premises	5	0	5
Appointments / admissions (delay / cancellation / waiting lists)	140	0	140
Clinical treatment / diagnosis	1,314	2	1,316
Communication / staff attitude / dignity / confidentiality	215	3	218
Complaints by NHS staff	2	0	2
Complaints handling	54	0	54
Continuing care	6	0	6
Failure to send ambulance / delay in sending ambulance	20	0	20
Hotel services - food / laundry etc	1	0	1
Hygiene / cleanliness / infection control	2	0	2
Lists (incl difficulty registering and removal from lists)	36	0	36
Nurses / nursing care	21	0	21
Other	5	0	5
Out of jurisdiction	3	0	3
Policy / administration	79	0	79
Reasonable adjustments / accessibility	3	0	3
Record keeping	36	0	36
Subject unknown	88	3	91
Total	2,060	8	2,068

4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Complaint	Total
Hospitals	Clinical treatment / diagnosis	1	1
	Total	1	1
HSCP - Health	Appliances / equipment / premises	3	3
	Appointments / Admissions (delay / cancellation / waiting lists)	13	13
	Clinical treatment / Diagnosis	70	70
	Communication / staff attitude / dignity / confidentiality	15	15
	Continuing care	2	2
	Nurses / Nursing Care	1	1
	Policy / administration	5	5
	Record Keeping	1	1
	Total	110	110
HSCP - Prison Health Care	Appointments / Admissions (delay / cancellation / waiting lists)	2	2
	Clinical treatment / Diagnosis	36	36
	Complaints handling	1	1
	Total	39	39
HSCP - Social Work	Adoption / fostering	2	2
	Adult support and protection / adults with incapacity	37	37
	Assessments / self-directed support	45	45
	Care charges for homecare and residential care	17	17
	Carer's assessments	3	3
	Child protection	10	10
	Child services and family support	50	50
	Communication / staff attitude	22	22
	Community Mental health services	5	5
	Complaint handling	4	4
	Criminal justice	2	2
	Free personal care	5	5

	Kinship care	1	1
	Occupational therapy / assessment for equipment / adaptations	11	11
	Other	2	2
	Policy / administration	14	14
	Record keeping	1	1
	Sheltered housing / residential issues	4	4
	Standard of care	13	13
	Total	248	248
Integration Joint Boards	Policy / administration	3	3
	Total	3	3
Social Work	Assessments / self-directed support	1	1
	Total	1	1
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	2	2
	Subject Unknown	11	11
	Total	13	13
Total		415	415

5. HOUSING ASSOCIATION CASES RECEIVED

Subject	Complaint	Enquiry	Total
Aids and adaptations	3	0	3
Applications / allocations / transfers / exchanges / appeals	44	0	44
Common / joint owner repairs	5	0	5
Communication / staff attitude / dignity / confidentiality	41	0	41
Complaints handling	11	0	11
Decanting	2	0	2
Estate management / open spaces / environment work	24	0	24
Improvements and renovation	3	0	3
Mould / damp	36	0	36
Neighbour disputes and anti-social behaviour	110	0	110
Other	7	0	7
Out of jurisdiction	3	0	3
Pest control	10	0	10
Policy / administration	38	1	39
Reasonable adjustments / accessibility	2	0	2
Rent and/or service charges	15	0	15
Rent arrears	8	0	8
Repairs and maintenance	231	0	231
Shared ownership	1	0	1
Sheltered housing and community care	1	0	1
Subject unknown	48	0	48
Terminations of tenancy	6	0	6
Total	649	1	650

6. LOCAL AUTHORITY CASES RECEIVED

Subject	Complaint	Enquiry	Total
Building Control	16	0	16
Consumer Protection	3	0	3
Economic Development	1	0	1
Education	329	0	329
Environmental Health and Cleansing	138	0	138
Finance	132	0	132
Fire and Police Boards	3	0	3
Housing	658	0	658
Land and Property	37	0	37
Legal and Admin	108	0	108
Local Authority	1	0	1
Other	12	0	12
Personnel	8	0	8
Planning	119	0	119
Recreation and Leisure	44	0	44
Roads and Transport	187	0	187
Social Work	243	1	244
Subject unknown or Out of Jurisdiction	88	0	88
Valuation Joint Boards	10	0	10
Welfare Fund - Community Care Grants	5	0	5
Welfare Fund - Crisis Grants	1	0	1
Total	2,143	1	2,144

7. SCOTTISH GOVERNMENT AND DEVOLVED ADMINISTRATION CASES RECEIVED

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Complaint	Enquiry	Total
Non-Prison	Agriculture / environment / fishing / rural affairs	8	0	8
	Arts / culture / heritage / leisure / sport / tourism	1	0	1
	Care and health	4	0	4
	Courts administration	65	0	65
	Education	4	0	4
	Financial matters	128	0	128
	Governance	7	0	7
	Housing	16	0	16
	Justice	25	0	25
	Other	10	0	10
	Planning	4	0	4
	Records	8	1	9
	Roads and transport	2	0	2
	Subject unknown or Out of Jurisdiction	16	1	17
	Total	298	2	300

Scottish Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affairs	9	9
Arts / culture / heritage / leisure / sport / tourism	13	13
Care and health	14	14
Commissioners and Ombudsmen	32	32
Education	10	10
Financial matters	9	9
Governance	3	3
Justice	5	5

Other	2	2
Subject unknown or Out of Jurisdiction	2	2
Total	99	99

Cross-Border Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affairs	4	4
Financial matters	3	3
Justice	1	1
Total	8	8

Scottish Government and Devolved Administration Sub-Sector	Complaint	Enquiry	Total
Cross-Border Public Authority	8	0	8
Scottish Government and Scottish Administration	298	2	300
Scottish Public Authority	99	0	99
Scottish Government and Devolved Administration Total	405	2	407

8. PRISON CASES RECEIVED

Subject	Complaint	Total
Admission / transfers / discharge	24	24
Communication and records	43	43
Discipline	23	23
Health / Welfare / Religion	60	60
Leave from Prison (Including Home Detention Leave)	4	4
Other	1	1
Physical and personal environment	33	33
Privileges and prisoners property	41	41
Security / control / progression	37	37
Subject unknown or Out of Jurisdiction	49	49
Supervision levels	3	3
Work / education / earnings / recreation	13	13
Total	331	331

9. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	Complaint	Enquiry	Total
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	1	0	1
	Subject Unknown	4	1	5
Universities	Academic appeal / exam results / degree classification	137	0	137
	Accommodation	7	0	7
	Admissions	13	0	13
	Communication / staff attitude / dignity / confidentiality	14	0	14
	Complaints handling	12	0	12
	Facilities	1	0	1
	Fees / refunds	34	0	34
	Grants / allowances / bursaries	3	0	3
	Inappropriate staff / student relationship	1	0	1
	Other	4	0	4
	Personnel matters	3	0	3
	Plagiarism and intellectual property	2	0	2
	Policy / administration	31	0	31
	Property	1	0	1
	Reasonable adjustments / accessibility	9	0	9
	Special needs - assessment and provision	4	0	4
	Student discipline	7	0	7
	Teaching and supervision	9	0	9
Welfare	3	0	3	
Total		300	1	301

10. WATER CASES RECEIVED

Subject	Complaint	Total
Billing and charging	122	122
Customer service	7	7
New Connections	1	1
Other	1	1
Subject unknown or Out of Jurisdiction	4	4
Waste Water	6	6
Water Supply	12	12
Total	153	153

11. OTHER CASES RECEIVED

Subject	Complaint	Enquiry	Total
Signposting - Premature	0	95	95
Signposting - Out of Jurisdiction	0	218	218
General Enquiry	3	1	4
Subject Unknown or Out of Jurisdiction	84	2	86
Total	87	316	403

12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES RECEIVED

Subject	Housing Associations	Local Authority	Total
Aids and adaptations	3	5	8
Applications / allocations / transfers / exchanges / appeals	44	109	153
Common / joint owner repairs	5	22	27
Communication / staff attitude / dignity / confidentiality	41	32	73
Complaints handling	11	8	19
Decanting	2	2	4
Estate management / open spaces / environment work	24	46	70
Homeless person issues	0	18	18
Housing statutory repair notices / HAA area / demolition orders	0	2	2
Improvements and renovation	3	5	8
Mould / damp	36	48	84
Neighbour disputes and anti-social behaviour	110	130	240
Other	7	2	9
Out of jurisdiction	3	0	3
Pest control	10	0	10
Policy / administration	38	36	74
Reasonable adjustments / accessibility	2	2	4
Rent and/or service charges	15	16	31
Rent arrears	8	4	12
Repairs and maintenance	231	164	395
Shared ownership	1	0	1
Sheltered housing and community care	1	1	2
Subject unknown	48	0	48
Terminations of tenancy	6	6	12
Total	649	658	1,307